Program Description:

This face-to-face program is designed to train verbal and de-escalation skills necessary to effectively and safely respond to problematic behaviors of Veterans. It will prepare participants to better understand the origin of these problematic behaviors. This will include participants' heightened understanding of the contribution of mental health, PTSD, and problematic readjustment issues, including potential for suicide, as well as that of Traumatic Brain Injury (TBI). Participants will be trained to utilize these new skills and to implement problematic behavior interaction skills to improve the interaction with Veterans and de-escalate potential volatile situations.